QUINTET COTTAGES

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Terms & Conditions

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

1. Who we are and these terms

The accommodation is offered by Quintet Cottages, of Treble Clef, School Green, Rushford, IP24 2SB

("we", "us" or "the host"). You can contact us at contactus@quintetcottages.co.uk 07771 546668

"You" means the lead guest who makes the booking.

"Guests" means the lead guest and everyone included in the booking.

1.1 These terms apply to direct bookings made with us. For a booking made through Airbnb, Booking.com or another platform, the platform's booking, payment and cancellation terms may also apply. The booking confirmation and any property-specific information supplied before booking form part of the agreement. If terms conflict, the mandatory rights you have by law continue to apply; for platform matters, check and follow the platform terms.

2. Making and confirming a booking

2.1 Please provide accurate booking information, including the lead guest's contact details, dates, property and number of guests. We may ask for information reasonably needed to confirm and safely provide the stay. The lead guest must be at least 18 and must have authority to make the booking for the party.

2.2 A direct booking request is not accepted until we send written confirmation identifying the accommodation, dates, total price and payment schedule. For platform bookings, the platform confirmation and its booking process determine acceptance. We will provide these terms before or when the booking is made.

2.3 The lead guest is responsible for sharing relevant house rules with the party. Each guest must follow the rules during the stay. We will not treat a minor or accidental breach as an automatic reason to end a booking.

3. Price and payment

3.1 The total accommodation price is shown at the time of booking and in the confirmation. It includes, booking charge, cleaning fee, relevant taxes. Use of a Hot Tub incurs an additional fee, to be paid before arrival.

3.2 Hot tub use is optional and costs an additional fee per stay. The current fee is shown in the property listing and booking details before you confirm your booking. The fee applicable to your booking will be confirmed before you pay and will not change after your booking is confirmed.

3.3 No additional mandatory charge will be added unless it was clearly disclosed and agreed before the booking.

3.4 For direct bookings, a payment of 30% is due when booking, with the remaining balance due by 14 days before arrival, or at the time of booking, if the arrival date if less than 14 days from arrival, whichever is shorter. Payment must be made by card. For platform bookings, payment timing and method are as shown on that platform.

3.5 If payment is late, we will contact you and give a reasonable opportunity to resolve it. We may cancel only in accordance with the agreed cancellation terms and applicable law.

4. Changes to a booking

4.1 Contact us promptly if you need to change the dates, property, or guest numbers. Changes depend on availability and any price difference. A change is effective only when confirmed in writing. A request to change dates may be treated as a cancellation and new booking only if this is explained before you agree.

5. Cancellation by you

5.1 The cancellation terms in this section apply only to bookings made directly through the Quintet Cottages website. If you booked through Airbnb, Booking.com or another booking platform, the cancellation policy shown on that platform when you booked applies. Please make and manage cancellations through the platform, whose terms and procedures will apply to any refund. In all cases, your rights under applicable law are unaffected.

5.2 All cancellations for booking made though Quintet Cottages, must be notified in writing to contactus@quintetcottages.co.uk

5.3 If you cancel you holiday more than 14 days before it is due to start, you will be refunded the full amount, less an administration fee of £35.

5.4 If you cancel less than 14 days before the holiday, then the full balance remains due, subject to the following:

We will attempt to re-let the booked holidays dates.

5.4.1 If we are successful in re-letting the dates, at the same rate and terms, you will receive a refund of the full amount less a £35 administration charge.

5.4.2 If re-ret for a lesser amount, the difference between your booking and the lesser rental amount in addition to the £35 administration fee, shall not be refunded.

5.4.3 If we are unable to re-let the dates, we will refund any costs which we will not incur due to your cancellation, being (the cleaning and estimated utility costs).

5.4.4 We will let you know if we manage to re-let the dates and confirm any refund due once the holiday dates have passed.

We recommend travel insurance that covers cancellation, but this does not limit any rights you have under the contract or law.

6. Cancellation or changes by us

6.1 We will only cancel a confirmed booking for a good reason, such as the accommodation becoming unavailable, serious safety concerns, or circumstances outside our reasonable control. We will tell you as soon as reasonably possible and explain the reason. If we cancel and cannot provide the agreed accommodation, we will refund payments for the affected booking or, if you choose and it is available, offer a suitable alternative. This does not limit any other rights or remedies you may have by law.

6.2 If a significant change is needed before arrival, we will explain it and discuss available options with you. We will not rely on a term that gives us an unrestricted right to change or cancel the booking.

7. Occupancy and permitted use

7.1 Only the guests named or counted on the booking may stay overnight. The maximum occupancy is 4 to Quavers Rest and 2 for Just a Mimim and Piano Forte.

7.2 No parties or events are permitted. Visitors are allowed only with our prior written approval and must comply with the same house rules.

7.3 No guest may sublet, re-let or transfer the booking.

7.4 The accommodation is for a holiday stay only. Please do not use it for unlawful activity or in a way that creates unreasonable risk, damage, or disturbance to neighbours.

8. Arrival and departure

8.1 Check-in is from 16:00 and check-out is by 10:00am, unless a “Lazy Sunday” package has also been purchased, which allows you to leave anytime on the allocated day of departure.

8.2 We will provide access instructions before arrival. Please contact us if you expect to arrive late or need a different time; any agreed change must be confirmed.

8.3 Before leaving, please place rubbish in the stated bins, leave dishes clean, and return keys. We do not expect guests to undertake professional cleaning. Tell us promptly if an item is damaged or something is not working.

9. Caring for the accommodation

9.1 Please take reasonable care of the property and its contents. Do not move furniture or remove towels, throws, equipment or other items from the property. Lock doors and close windows when leaving the accommodation unattended. Switch off appliances when not in use where safe and practicable.

9.2 Smoking and vaping are not permitted indoors. Dispose of cigarette ends safely and leave the area tidy. Candles are not permitted indoors. For Piano Forte, use the designated barbecue area and follow any safety instructions.

9.3 Please keep noise low between 23:00 to 07:00 and be considerate of neighbours. Do not block access or park outside the designated spaces.

9.4 Parking is available on a first-come, first-served basis in any of the three spaces on site. The spaces are shared between the three properties and are not assigned to particular properties, so guests may use any space that is available. Please do not park on the green adjacent to the property.

10. Pets

10.1 Pets are not permitted

11. Hot tub and safety

11.1 Where a hot tub is provided, use it only in line with the current safety instructions displayed at the property and any instructions we provide.

11.2 Hot tubs carry risks, including overheating, slips and falls. Children must be actively supervised by a responsible adult and must not use the tub unless permitted by the displayed instructions. Anyone who is pregnant or has a medical condition should seek appropriate medical advice before use. Do not use the hot tub if you feel unwell or if posted safety instructions say not to. Tell us immediately about a water-quality concern or fault and stop using the tub until it is safe.

11.3 We may need to enter the property to check water quality, carry out essential maintenance, or respond to an emergency. Except in an emergency, we will give reasonable notice and arrange access at a reasonable time wherever practicable. Hot tub availability can be affected by maintenance or safety conditions.

11.4 If you experience any problem with the hot tub during your stay, please contact us immediately at contactus@quintetcottages.co.uk or 07771546668 so we have a reasonable opportunity to investigate and, where possible, put things right. If you only raise the issue after your stay, we may be unable to verify or resolve it. This does not affect any rights you have under applicable law, but failing to tell us promptly may be relevant when we consider a request for a refund or other remedy.

12. Children, hazards and security

12.1 The lead guest is responsible for making sure children in their party are supervised appropriately. The property and grounds may have uneven or slippery surfaces, particularly in wet or icy weather. Please take care, use paths and facilities as instructed, and tell us about hazards or safety issues.

12.2 The lead guest must secure the property when it is unattended and keep keys/access codes safe. If a key is lost or an access device is damaged, contact us promptly. We may seek the reasonable, evidenced cost of replacement where the loss was caused by a guest.

13. Damage, missing items and additional cleaning

13.1 Tell us as soon as possible about accidental damage, breakage, or missing items so we can respond. We may seek payment for reasonable, evidenced loss or repair costs caused by a guest, including extraordinary cleaning beyond normal turnover. We will explain the issue and provide an itemised basis for any proposed charge. We will take account of fair wear and tear and give you a reasonable chance to respond before charging or making a claim.

13.2 We will not impose an automatic penalty or keep a payment without an appropriate basis.

14. Problems during your stay

14.1 Contact us promptly at 07771546668 or contactus@quintetcottages.co.uk if anything is wrong, including cleanliness, maintenance, access or the hot tub. We will make reasonable efforts to investigate and put matters right as soon as practicable. Reporting a problem during the stay gives us a chance to address it; it does not remove your rights if you could not reasonably report it or if it remains unresolved.

14.2 For a complaint after your stay, contact contactus@quintetcottages.co.uk with your booking reference and details. We aim to acknowledge within 4 hours and respond within 2 business days. Platform bookings should also be reported through the relevant platform where required.

15. Our responsibility

15.1 We will provide the accommodation with reasonable care and skill and honour the booking details we confirmed, subject to applicable law. We are not responsible for loss caused by events outside our reasonable control where the law allows, but we will take reasonable steps to reduce disruption and keep you informed.

15.2 Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability or consumer right that cannot legally be excluded or limited. We are not responsible for a loss that was not reasonably foreseeable or that was caused by a guest's own act or omission, subject always to your legal rights.

15.3 Please take care of your personal belongings. Our properties do not have a secure safe to store your valuables. This term does not exclude any responsibility we may have under applicable law.

16. Privacy and personal information

16.1 We use booking information to handle your enquiry, administer the booking, communicate about your stay, and meet legal obligations. Our guest privacy notice explains what information we use, why, and your rights: A link to the Privacy Policy can be found in the footer of our website www.quintetcottages.co.uk

17. Events outside our control

17.1 If an event outside a party's reasonable control prevents or materially affects performance, that party will tell the other as soon as reasonably possible. We will discuss practical options, including rescheduling, an alternative arrangement, or refund where appropriate. This clause does not remove consumer rights or permit us to keep payment for accommodation that we cannot provide where a refund is due.

18. General

18.1 We may update these terms for future bookings. The terms provided when you booked continue to apply to that booking unless you and we agree a change or the law requires otherwise. We will not make a material change to an existing booking unilaterally.

18.2 If any part of these terms is unenforceable, the rest will continue so far as the law permits. A delay in enforcing a term does not waive a right. These terms and the booking confirmation describe the agreement for the accommodation, subject to platform terms where relevant and to mandatory consumer rights.

18.3 The law applying to the booking is the law of England and Wales You may bring a claim in any court with jurisdiction under applicable consumer law.

19. Contact

19.1 For booking questions or issues during your stay: Quintet Cottages, Treble Clef, School Green, Rushford, IP24 2SB, 07771 546668 or contactus@quintetcottages.co.uk

Effective date: 10/11/2026